

Claim Form

Lost, Delayed or Damaged Mail



PLEASE COMPLETE USING BLOCK CAPITALS

Our reference number:

We are sorry that you had a problem with your mail. We would be grateful if you could help us by giving up as much information as possible. Please fill in this form and send it to: Customer Services, FREEPOST, Guernsey Post Limited, Envoy House, La Vrangue, St. Peter Port, GUERNSEY GY1 5SS

You are filling out this form because a letter/packet/parcel has: *(please tick)*

been lost

☐

been damaged

☐

contents missing

☐

been delayed

☐

CUSTOMER DETAILS

Title *(Mr, Mrs, Miss, Ms.)*

Full name

Company

Address

Postcode

Tel. (home)

Tel. (work)

E-mail

POSTING DETAILS

It was sent by *(if different from above.)*

Address

Postcode

It was sent to

Address

Postcode

Please describe its contents

Cost price £

Please describe its size, shape and wrapping

POSTING DETAILS (continued)

Where was the item posted? Please specify which branch or pillar box.

Date of posting

Cost of posting £

The item was sent:

☐

Ordinary
letter post

☐

Parcel
post

☐

Recorded
Delivery

☐

International
Economy Parcel

☐

International
Signed For

☐

Airsure

☐

Special
Delivery

☐

International
Standard Parcel

Letter/Parcel Reference number:

DAMAGED/MISSING OR DELAYED CONTENTS

Date of delivery

If the item arrived **damaged**, please describe the damage. It may need to be available for inspection. Please ensure that the damaged item and packaging are not destroyed.

Damage

If the contents were **missing**, please describe them in detail (brand, type etc.)

Contents

COMPENSATION

You can help us track down missing items by attaching any of the following: **Certificate of Posting**, the **Special Delivery receipt** or the **Parcel Insurance receipt** etc. Compensation will be considered, depending on the service used, for the items that have been lost, have arrived damaged or with missing contents. We must have the certificate of posting for all items, plus proof of cost for items sent.

Amount of claim £

DECLARATION

I declare that, to the best of my knowledge, the information I have given on this form is true and correct.

Signature

Date

For further details contact Customer Services on 711720